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In the Claims:

1-92 (Cancelled)

93. (Currently Amended) A method for managing communications, comprising:

processing inbound ~~communications~~calls;

processing outbound calls~~communications~~;

obtaining a statistic on said outbound ~~communications~~calls; and

adjusting said processing of said inbound calls~~communications~~ based upon said statistic.

94. (Currently Amended) The method of claim 93, wherein said step of processing inbound ~~communications~~calls comprises connecting said inbound ~~communications~~calls to agents; and said step of adjusting said processing comprises reducing the number of said inbound ~~communications~~calls which are connected to said agents if said statistic exceeds a predetermined value.

95. (Currently Amended) The method of claim 93, wherein said step of processing inbound ~~communications~~calls comprises

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connecting said inbound ~~communications~~calls to agents; said step of obtaining a statistic on said outbound ~~communications~~calls comprises obtaining information on the duration of said outbound ~~communications~~calls, and said step of adjusting said processing comprises reducing the number of said inbound ~~communications~~calls which are connected to said agents if said duration exceeds a predetermined value.

96.   (Currently Amended)   A   method   for   managing
communications, comprising:

processing inbound ~~communications~~calls;

processing outbound ~~communications~~calls;

obtaining a statistic on said inbound ~~communications~~calls;
and

adjusting   said   processing   of   said   outbound
~~communications~~calls based upon said statistic.

97.   (Currently Amended)   The method of claim 96 wherein said
step   of   processing   outbound   ~~communications~~calls   comprises
initiating said outbound ~~communications~~calls, and said step of
adjusting   comprises   reducing   the   number   of   said   outbound
~~communications~~calls which are initiated if said statistic exceeds
a predetermined value.

98.   (Currently Amended)   The method of claim 96 wherein said
step   of   processing   outbound   ~~communications~~calls   comprises
initiating   said   outbound   ~~communications~~calls,   said   step   of
obtaining   a   statistic   on   said   inbound   ~~communications~~calls
comprises obtaining information on the duration of said inbound

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~~communications~~calls, and said step of adjusting said processing comprises reducing the number of said outbound ~~communications~~calls which are initiated if said duration exceeds a predetermined value.

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99. (Currently Amended)   A   method   for   managing
communications, comprising:

    providing for the processing inbound ~~communications~~calls;

    providing for the processing outbound ~~communications~~calls;

    obtaining a statistic on said inbound ~~communications~~calls;
and

    providing for adjusting said processing of said outbound
~~communications~~calls based upon said statistic.

100. (Currently Amended)   The method of claim 99 wherein said
step of providing for the processing outbound ~~communications~~calls
comprises initiating said outbound ~~communications~~calls, and said
step of providing for adjusting said processing comprises reducing
the   number   of   said   outbound   ~~communications~~calls which   are
initiated if said statistic exceeds a predetermined value.

101. (Currently Amended)   The method of claim 99 wherein said
step   of   providing   for   the   processing   of   outbound
~~communications~~calls   comprises   initiating   said   outbound
~~communications~~calls, said step of obtaining a statistic comprises
obtaining   information   on   the   duration   of   said   inbound

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~~communications~~calls, and said step of providing for adjusting said

processing comprises reducing the number of said outbound

~~communications~~calls which are initiated if said duration exceeds a

predetermined value.